

VERONICA'S HOME OF MERCY CaWORKs DOMESTIC ABUSE SERVICES SERVICE PLAN

Welfare-to-Work: Contractor shall work closely with the clients by interviewing, assessing, encouraging, guiding and preparing the residents/clients to participate in Welfare-to-Work Activities. Services also include referral to other resources for safety planning, and immigration advocacy as needed.

Case Management: Case Manager and Director oversee the residents/clients entire case in detail: Assessment, action plan, goals, objectives and timelines. Case Management also includes educational testing and evaluation, GED Preparation, tutoring and information on Educational Grants.

Self-Sufficiency Services: Contractor shall act as a Legal Advocate; accompany residents/clients to court and aid them with any legal filings as needed. Contractor shall also provide Housing Advocacy, and Employment counseling (appropriate dress and behavior, job search, and filling out applications), through the weekly self-help classes.

Shelter: Contractor shall provide shelter services for clients. A time limit shall not be placed on the length of a client's stay as long as the client is following the program designed for them and is making progress. The average length of residency in the past has been eight to ten months. Sheltering shall include personal hygiene items, bed and bedding, laundry facilities, three meals a day, all snacks, all utilities and transportation as needed.

Counseling: Contractor shall assess each client and determine the professional and/or specialized counseling needs of that client. These counseling services shall be referred to County Agencies or other agencies in the community that are qualified to provide such services. Contractor shall provide Drug and Alcohol Counseling on a weekly basis as needed. Physiological Counseling for women, children and the family unit is provided on-site through collaboration with Casa Ramona on a weekly basis. Domestic Violence Intervention/Education is provided on-site through collaboration with Option House on a weekly basis. Sexual Abuse Education/Intervention/Counseling provided on-site by Family Services.

Peer Group: Peer Groups are offered in three different settings: weekly NA meetings, weekly group meetings facilitated by Casa Ramona and daily by the Director of Veronica's Home of Mercy.

Children's Counseling: Children's Counseling is provided through collaboration with Casa Ramona, Option House and Family Services.

Parenting Training: Contractor shall offer a weekly two hour class, operated by the San Bernardino City Unified School District, Adult Education. This class is both intensive and extensive; covering topics such as, but not limited to, Methods of Communication and Discipline, Trust Issues between mother and child, Mutual Respect, Nutrition, Budgeting, and food purchasing. For those residents/clients who attend the County Prenatal Drug and Alcohol Program at the Rialto facility, parenting shall also be part of the curriculum.

Child Care: Contractor shall provide daily child care, as needed by a staff person. Child care shall be provided for those residents/clients who are not able to obtain child care for whatever reason; for those who are in school, in a program outside of Veronica's Home of Mercy and for all residents in the evening while they attend the varied classes and workshops on-site. In addition ESP supplies staff who are presently attending Valley College and working towards their Child Development Certificates.

Needs of whole family: Contractor shall provide programs that address the needs of the whole family where domestic abuse occurs or has occurred.